

DECLARATION FOR PATENT APPLICATION

As a below named inventor, I hereby declare that:

My residence, post office address and citizenship are as stated below next to my name.

I believe I am the original, first and sole inventor (if only one name is listed below) or an original, first and joint inventor (if plural names are listed below) of the subject matter which is claimed and for which a patent is sought on the invention entitled Method For Implementing Service Desk Capability, the specification of which:

☒ is attached hereto.

☐ was filed on _____ as Application Serial No. _____.

☐ and was amended on _____ (if applicable).

I hereby state that I have reviewed and understand the contents of the above-identified specification, including the claims, as amended by any amendment referred to above.

I acknowledge the duty to disclose information which is material to the patentability as defined in Title 37, Code of Federal Regulations, § 1.56(a).

I hereby claim foreign priority benefits under 35 U.S.C. § 119(a)-(d) or § 365(b) of any foreign application(s) for patent or inventor's certificate or § 365(a) of any PCT International application which designated at least one country other than the United States, listed below and have also identified below, by checking the box, any foreign application for patent or inventor's certificate, or PCT International application having a filing date before that of the application on which priority is claimed:

Prior Foreign Application(s)

Priority Claimed

_____	_____	_____	<input type="checkbox"/>	<input type="checkbox"/>
(Number)	(Country)	(Day/Month/Year Filed)	Yes	No

I hereby claim the benefit under 35 U.S.C. § 119(e) of any United States provisional application(s) listed below:

<u>60/242,007</u>	<u>October 20, 2000</u>
(Application Serial No.)	(Filing Date)

I hereby claim the benefit under 35 U.S.C. § 120 of any United States application(s), or § 365(c) of any PCT International application designating the United States, listed below and, insofar as the subject matter of each of the claims of this application is not disclosed in the prior United States or PCT International application in the manner provided by the first paragraph of 35 U.S.C. § 112, I acknowledge the duty to disclose information which is material to patentability as defined in 37 CFR § 1.56 which became available between the filing date of the prior application and the national or PCT International filing date of this application:

_____	_____	_____
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I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.

Inventor's Signature

Full name of second joint inventor, if any

Residence

Citizenship

Post Office Address

Karen E. Riley

Karen E. Riley

1936 Irving Street, Denver, CO 80204

U.S.

Denver CO 80204

Date:

10/19/01

BRINKS HOFER GILSON & LIONE

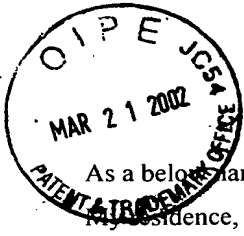
P.O. Box 10395
Chicago, IL 60610
(312) 321-4200

Inventor's Signature	_____	Date:	_____
Full name of second joint inventor, if any	William D. McVicker		
Residence	24 Andamooka St., Fisher A.C.T. 2611 AUSTRALIA		
Citizenship	U.S.		
Post Office Address	Fisher A.C.T. 2611 AUSTRALIA		

Inventor's Signature	_____	Date:	_____
Full name of third joint inventor	Stephen Nunn		
Residence	2 Lower Farm Court, Hambridge Lane, Newbury, Berks RG145TH, U.K.		
Citizenship	U.K.		
Post Office Address	Newbury, Berks RG145TH, U.K.		

Inventor's Signature	_____	Date:	_____
Full name of fourth joint inventor	Samir Anand		
Residence	4 Springfield Road, Teddington, TW11 9AP U.K.		
Citizenship	U.K.		
Post Office Address	Teddington, TW11 9AP U.K.		

Inventor's Signature	_____	Date:	_____
Full name of fifth joint inventor	John Brett		
Residence	5 Conrad House, 2 Victory Place, London, E14 8BJ U.K.		
Citizenship	U.K.		
Post Office Address	London, E14 8BJ U.K.		

Case No. 10022/178**DECLARATION FOR PATENT APPLICATION**

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Full name of second joint inventor, if any

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Chicago, IL 60610

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Case No. 10022/178

Inventor's Signature
Full name of second joint inventor, if any
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Post Office Address



Date:

19/10/01

William D. McVicker
24 Andamooka St., Fisher A.C.T. 2611, AUSTRALIA
U.S.
Fisher A.C.T. 2611, AUSTRALIA

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2 Lower Farm Court, Hambridge Lane, Newbury, Berks RG145TH, U.K.
U.K.
Newbury, Berks RG145TH, U.K.

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Date:

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4 Springfield Road, Teddington, TW11 9AP U.K.
U.K.
Teddington, TW11 9AP U.K.

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Date:

John Brett
5 Conrad House, 2 Victory Place, London, E14 8BJ U.K.
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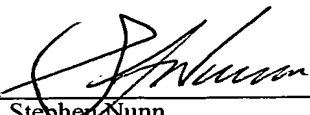
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U.S.
Fisher A.C.T. 2611, AUSTRALIA

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Full name of third joint inventor
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Post Office Address

Date: 02/11/2001

Stephen Nunn
2 Lower Farm Court, Hambridge Lane, Newbury, Berks RG145TH, U.K.
U.K.
Newbury, Berks RG145TH, U.K.

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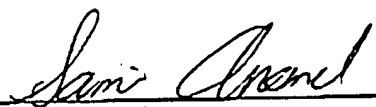
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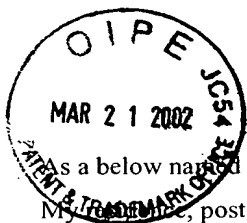
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 Stephen Nunn
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 U.K.
 Newbury, Berks RG145TH, U.K.

Inventor's Signature
 Full name of fourth joint inventor
 Residence
 Citizenship
 Post Office Address

Date: 7th November 2001

 Samir Anand
 4 Springfield Road, Teddington, TW11 9AP U.K.
 U.K.
 Teddington, TW11 9AP U.K.

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Case No. 10022/178

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